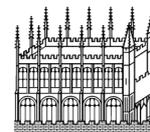


BODLEIAN HEALTH CARE LIBRARIES

Annual Report 2018/19



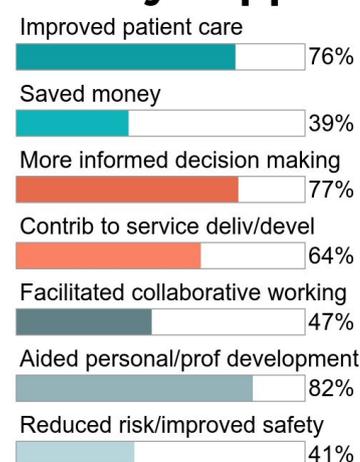
The Bodleian Health Care Libraries (BHCL) provides services to all OUH staff across all Trust sites in support of all aspects of their roles – underpinning evidence-based patient care, staff education/CPD, organizational development and management, and world-leading research. BHCL had 7,759 individual OUH library members in 18/19.

Patients are at the heart of everything we do and our staff work directly with clinical and other Trust colleagues in wards, offices, labs and classrooms across the organization.

BHCL also provides and enables access to thousands of online information resources as well as high-quality flexible library spaces with a range of study, collections, meeting and IT facilities.

As the library service of the Trust and the University's Medical Sciences Division, BHCL is a very active example of partnership and multi-disciplinary working in support of core NHS and University objectives.

Impact of Library Support



Based on feedback from OUH staff members following an interaction with BHCL in 2018



Blood pressure and oxygenation affecting the risk of pressure ulcer formation

Lucy Hosie, Tissue Viability Nurse Practitioner at Oxford University Hospitals NHS Foundation Trust approached library and knowledge specialists for assistance. She needed to locate research quantifying the drops in blood pressure/mean arterial pressure and oxygenation which then affects the risk of pressure ulcer (PU) formation.

The resulting evidence was taken to a governance working group and used to inform practice decision making.



Having up to date evidence to support this project helps us progress towards changing some ritualistic practice we see clinically



Lucy Hosie, Tissue Viability Nurse Practitioner, working with Library and Knowledge Specialists at Oxford University Hospitals NHS Foundation Trust



Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions. Underpinning innovation; enabling knowledge transfer and collaborative working.

Supporting Patient Care and Service Improvement

Our staff undertook 536 evidence searches (1061 hours) over 18/19 in support of patient care, research, education or management activities.

As can be seen in the example on this report's front page, supporting patient care is core to our mission.

Just one other example of many from Liz Callow, Outreach Librarian at the JR:

"I worked with the Practice Development Nurse for Cardiac Medicine MRC on the evidence base for the revision of Trust's Pre-Operative and Pre-Procedural Fasting for Elective and Urgent Medical and Surgical Procedures (All Patients) guideline. Information was gathered from other NHS Trusts, the journal literature, NICE, and the Cochrane Library to support the new guideline and methods of implementing it. The new fasting guideline will help adult and child patients recover better after procedures."

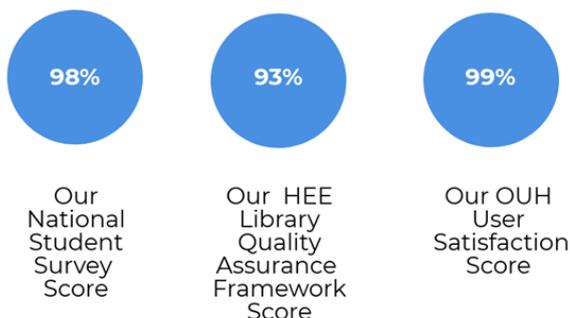
Beyond Oxford

Our team continued to work in close partnership with NHS library colleagues across the Thames Valley and the HEE South patch, as part of our regional network.

BHCL's Eli Harriss presented well received papers to the 2018 UK Health Libraries Group Conference and the 2018 European Association for Health Information and Libraries Conference (EAHIL) on library support for healthcare researchers.

Owen Coxall undertook a study tour of leading US biomedical libraries and attended the American Medical Library Association 2018 conference (funded entirely by external sponsorship including the prestigious CILIP Health Libraries Group's Leslie Morton Award). Owen's report will feed into the development of our services to the Trust over 2019/20.

Quality in Numbers



“

I always find the staff very helpful and responsive. They are knowledgeable and supportive in teaching areas of library use as well as speedily undertaking searches. It is a good balance. Thank you.

OUH Nurse

“

The librarian who helped me devise and carry out my literature search was fantastically helpful. Clearly knew a lot around the subject, was good at explaining things to me and saved me an untold number of hours.

OUH Doctor

“

Thank you very much once again for your help! Your help has been fundamental!

**OUH Specialist
Surgery Nurse**

Supporting Education and CPD

BHCL supports Trust staff CPD and education at all levels – from lending workbooks in support of numeracy and literacy; to providing laptops and teaching spaces in support of the Trust’s apprenticeship programmes; to training on basic IT skills in our new *MS Office for the Terrified* sessions; to in-depth group and one-to-one teaching and training on evidence searching and managing references.

For example, from Carolyn Smith our Outreach Librarian at the Horton:

“I have been training quite a few members of staff in using databases, search skills and referencing. Staff members often are studying for their degree or post-graduate qualification and haven’t studied for a while. Quite a few of the people I have helped have been doing the Trust’s PGDip in Leading for Compassionate Excellence in Nursing.



“This is one of my favourite parts of my job as I can see immediately the benefits of this training for the staff member. Often they come in looking stressed and confused and leave looking far less stressed and with a clearer idea of what they need to do now. I’m not ‘magic-ing’ the article out of thin air, instead I am giving them the skills to find this article and future articles, which is a big part of the learning process and why they are doing the course.

“I’ve had some great feedback: ‘In 2017 I embarked upon a Post Graduate Certificate in Leading Compassionate Excellence in Nursing and Midwifery. I had not undertaken any formal academic study for many years and had never written at Master’s level. Carolyn Smith and her team in the Horton Library were an invaluable support throughout the whole course.’ (OUH Specialist Ward Sister).”

Loved the opportunity to go over points that I was unsure on... I enjoyed learning shortcuts. I will use Word more confidently.

A good start to get into Excel. Very thorough and easy to understand.

‘IT for the Terrified’ sessions – feedback from OUH staff

“

...fantastic, timely and very helpful...

OUH Allied Health Professional

“

The team @BodleianHCL offer superb support to learners and staff @OUH. Literature searching support, reference management system advice and a wide range of resources to enhance health care knowledge. If you are an @OUH employee and not already a member do pay them a visit.

OUH Manager’s Tweet

“

Extremely friendly and approachable. Learnt lots of tips to improve my literature review techniques. Session was invaluable.

OUH Nursing & Midwifery

“

Found the 1-2-1 session particularly useful as had a long break from studying. Explained in an easy step-by-step way and answered all relevant questions.

OUH Nursing & Midwifery

Keeping Trust Staff Up-To-Date

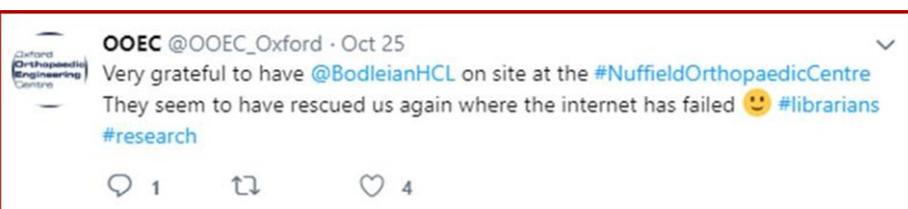
BHCL's current awareness services continued to grow over 18/19 with almost 900 *KnowledgeShare* members signed up by March 31st. The *KnowledgeShare* database keeps Trust staff up-to-date via regular emails with the latest news from their specific clinical or managerial areas of interest.

We also provide a range of fortnightly and monthly news bulletins full of links to the latest articles and reports in key areas. Sent by email and free-of-charge, they are valuable tools for clinical staff and managers to keep up-to-date with the latest developments, and they continue to be popular. In 18/19 we launched new bulletins on quality improvement, clinical guidance and nurse education. Go to www.tinyurl.com/ouhupdates to sign up and to find back issues of these, as well as our bulletins *Nursing and Midwifery*, *Mortality Review*, *Sepsis*, *Healthcare Leadership*, and *Health Management*.

Supporting Research

Our team worked in partnership with OUH staff to support a wide range of research projects and programmes. This included help and advice with search strategies as well as expert searches in support of research bids, protocols and systematic reviews. As a result, Library staff were cited as co-authors alongside OUH colleagues in dozens of journals in 18/19 including *PLoS One*, *Heart*, *Journal of Hypertension* and *Chest*.

We continued to develop our support for the Oxford Biomedical Research Centre over 18/19, providing in-depth support for the Centre's annual publications submission, working closely with BRC Theme Liaisons across 20 Themes and the Centre's administrative leads. After extensive data collation and in-depth checking by our team, this year the BRC submitted details of over 1,000 peer-reviewed publications to the NIHR. Other support for the BRC in 18/19 included training events for researchers on open access – one of which was recorded and shared via YouTube for their European STARBIOS2 project collaborators (<https://tinyurl.com/y5txpapr>).



“

I already receive the Leadership Bulletin email and I would like to take this opportunity to say how great I find it.

OUH Specialist Nurse

“

I've been receiving the Health Management Bulletin for several months – it is a great resource and exceedingly useful summary of the latest publications from a wide range of sources. Can thoroughly recommend it!

OUH Manager

“

I have found Eli Harris to be extremely knowledgeable about doing the best possible searches for my subject. She is a fantastic resource for those undertaking research and always helpful, eg, coming up with best methodologies to reduce publication bias.

OUH AHP

Promoting Our Services

Our team launched a new staff-centred marketing campaign across the Trust which has generated very positive feedback. The publicity materials focus on the availability of our services to all OUH staff as well as the range of staff information needs that the library can meet.

Our team continued to also provide library stands and other inputs into a range of OUH staff meetings, including the OUH Celebrating Cancer Nurses conference, the OUH Nursing conference and OUH clinical staff summits.

The library's 'OUH Resource of the Month' was publicized using various channels including emails, posters and items on our webpages and via the *Now@OUH* newsfeed. We also experimented with 'pop-up' libraries this year at the NOC (see panel) which we will expand across all OUH sites in 19/20.

Radiographer Ranjit used to be



Confused

He wanted to catch up with the latest literature.

He needed to find out how to structure his search.

He had questions about reference management.

Then he found the Library Service.

For further information,

please visit: www.bodleian.ox.ac.uk/nhs

or contact: hcl-enquiries@bodleian.ox.ac.uk

Be like Ranjit.



Popping Up

We opened a pop-up library in the NOC atrium in January to raise awareness of the library and give staff an opportunity to ask us questions, sign-up to NHS OpenAthens, and more.

This was a successful venture and several Trust staff joined the library or made use of our services (eg, asked for a literature search, signed up for *IT for the Terrified*, organized a one-to-one to learn about NHS online resources).

Our team at the NOC also helped celebrate the NHS's 70th with a display of historical materials from the NOC's Girdlestone Memorial Library, also in the atrium.



Library Spaces

Our libraries continued to be busy with Trust staff making use of our spaces. The Cairns Library alone saw 53,000 door entries by Trust staff in 2018/19 and all Trust staff have access to high quality physical libraries in every hospital as well as all of the Bodleian's iconic libraries in the city centre.

Our OUH libraries (open 24/7 at JR and NOC) provide access to a wide range of quiet study spaces, well equipped group study spaces, staff chill-out and break-out spaces, OUH and University networked PCs for all Trust staff, printing and scanning, laptops for loan, University and OUH Wi-Fi, and multidisciplinary health care workplace collections, reflecting the full range of clinical and other Trust activities.

After significant improvements to the Cairns Library over 17/18, this year we focused on delivering and planning improvements at the Girdlestone Memorial Library at the NOC.

Thanks to funding from the Nuffield Oxford Hospitals Fund we were able to create a new meeting/group study room for library users at the NOC with a plasma screen and four laptops available. We improved accessibility in the library by installing a computer on a height-adjustable table.

Successful charitable bids were submitted in 18/19 for new library PCs and for improved PC workstations and chairs at the NOC; these will all be installed over the summer.

We were also successful with bids to improve facilities at the Cairns Library, including height-adjustable study desks, funds to create a stress busting/relaxation space in the library for Trust staff, and funds to upgrade all of our library study chairs and PC chairs. All of these will benefit our OUH members over 19/20.

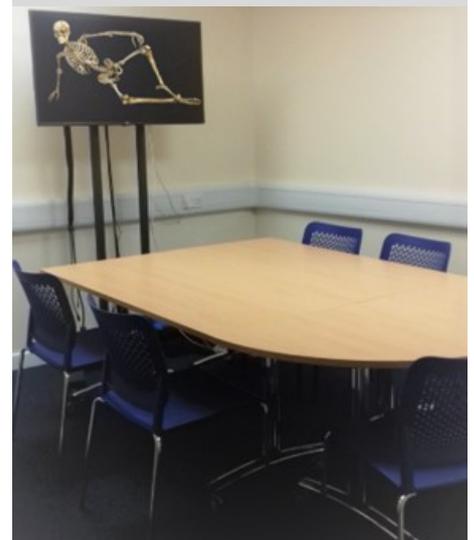


“

I like the general silence and atmosphere. It is my little silent haven.
Anon OUH staff feedback on the NOC Library

“

Cairns ticks all the boxes above!! Well done. The biggest bonus is that one can bring one's coffee and sip while working!!! – I am very happy. I have been a regular user since 2011 – the fact the library is open 24/7 is fantastic. I love it here. Very friendly staff also.
Anon OUH staff feedback – Cairns Library survey



New group study room at our NOC library

Our Collections

BHCL provides OUH staff with access to tens of thousands of journals and books (print and online) covering all clinical specialties as well as non-clinical areas. Over 18/19 Trust staff borrowed almost 20,000 books, laptops and other items from BHCL and we reviewed, expanded and updated our collections for members of the Trust.

As part of this project we expanded our collections of print books in support of staff wellbeing – working closely with colleagues in the Trust’s Centre for Occupational Health and Wellbeing. These included books on the Reading Well for Mental Health booklist from the Reading Agency as well as titles recommended by the Trust’s Health and Wellbeing Promotion Specialist. All of the books are available to all Trust staff to borrow anonymously via our self-issue service. These and other materials will form a core part of our new OUH staff wellbeing space in 19/20.

Library staff also prioritized updating and expanding our collections in support of the Trust’s leadership and management development programmes. Our online book collections now contain hundreds of ebooks via EBookCentral (www.tinyurl.com/ouhelibrary) and other platforms. These include core textbooks on management and leadership as well as clinical practice.



Writing for publication

Encouraged to submit a piece of work for publication, Michele Young, Senior Sister at Oxford University Hospitals NHS Foundation Trust, sought assistance from library staff.

Having never published before, Michele worked with the library staff to source the required papers, reference appropriately, and source updated statistical information. This resulted in a paper which was accepted for publication and added to the evidence base.

“ I would have struggled to achieve the short deadlines set by the publishers without the enthusiastic, committed and patient approach demonstrated ”

Michele Young, Senior Sister at Oxford University Hospitals NHS Foundation Trust working with library staff at Bodleian Health Care Libraries



Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions. Underpinning innovation; enabling knowledge transfer and collaborative working.